

Vinitha K V

SENIOR DEAL SPECIALIST

OBJECTIVE

Dedicated Deal Desk professional aiming for a suitable and challenging position/experience in the areas of Order Management and other functional exposure to the entire spectrum of O2C and with an organization of high repute where my experience, dedication, Integrity, and professionalism can be utilized.

EXPERIENCE

ORACLE

SENIOR DEAL SPECIALIST, DEAL MANAGEMENT, GLOBAL SSC

Feb 2022 – till date

As Deal Specialist I validate and process contract documentation using Oracle's standard document templates, a set of contract options and in accordance with Oracle's policies and business approvals, in response to requests received from Sales. The Deal Specialist follows defined engagement guidelines to liaise with other Deal Management teams, Finance, Legal, and other groups across Oracle to ensure policy compliance and mitigate corporate risk. The Deal Manager leads and manages the contracting process end-to-end for strategic, complex transactions that meet regional criteria requiring Deal Manager involvement

- Working on Quote, contract creation, contract drafting and amendment. Drafting standard and complex deals which is defined within Oracle defined policies and procedure.
- Need to configure products with appropriate pricing and discount based on the customer buying oracle product.
- As per the approver and legal engagement need to add the terms and conditions to
- the ordering document.
- Read and understand the contractual terms and conditions approved.
- First point of contact for any deal level escalations
- Drafting legal engagement complex deals by coordinating with legal and approvers.
- Working on various reports —UCO, Offline Drafting, WO Reason, WIP.

CONTACT

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ABOUT ME

I have overall 6 years of experience in order management(O2C) including deal management. . I am looking for challenging position where my skills will be utilized and upgraded.

EDUCATION

B.com

SDM, Mangalore University

SKILLS

Agility and accountability
Excellent communication skills
Problem solving
Team work

INFOSYS

PROCESS SPECIALIST, GLOBAL ORDER MANAGEMENT

July 2018 – Feb 2022

3.7 years of experience in the field of Order Management for Cisco Systems.

- Validating the purchase order and quote submitted by the customer.
- Entering orders in oracle and generating invoices to the customers.
- Reviewing of orders booked status.
- Applying various holds to the orders & escalating the same to the clients.
- Coordinate with client emails, maintain follow up and pro-active communication to customers.
- Working on validation of customer information for the order submitted.
- Forwarding the hold orders which have issues to the holds management team by applying the specific hold comment.
- Included in different sub process like Manuals, Rejection, Order Modifications, Order status, Holds management.
- Processing Escalation cases in SFDC/ AWB and providing quick resolutions to the customer.
- Processing Internal Correction for the orders booked with Error & booking a new corrected order.
- Processing Service Contracts and validating the Net terms, Discounts, customer information's & booking as per the PO.

ACHIEVEMENTS

R&R Award, RAMP AWARD, STAR Performer in Customer Service.
4* ratings
100% Quality maintenance
Part of ideation and innovation team.

I assure that all the details furnished above are true to my knowledge and experience.

Yours truly,

Vinitha